

POSITION DESCRIPTION EP

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to SRS Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION

PART I-Position Information

1. Agency Name Department for Children and Families	9. Position Number K0165724	10. Budget Program Number 23811
2. Employee Name (leave blank if position vacant)	11. Present Class Title (if existing position) Administrative Assistant	
3. Division East Region	12. Proposed Class Title	
4. Section Economic and Employment Services	13. Allocation	
5. Unit Topeka Service Center	14(a). Effective Date	14(b).
6. Location (address where employee works) City: Topeka County: Shawnee	By Personnel Office	15. By Approved
7. (Circle appropriate time) Full time Perm. Inter. Part time Temp. % 100	16. Audit Date: Date:	By: By:
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM TO: 5:00 PM	17. Position Reviews Date: Date:	

PART II-Organizational Information

18(a). Briefly describe why this position exists. What is the purpose, goal, or mission of the position.)

This position is responsible for answering the DCF Topeka Service Center published phone lines while routing the callers to the appropriate person. This position is responsible for sharing community resource phone numbers and assisting the caller with finding the correct program or resource. This position provides clerical support for Operations staff.

18(b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name	Title	Position Num
Allyson Booth	Senior Administrative Assistant	K0000206284
Who evaluates the work of this position?		
Name	Title	Position Number
Allyson Booth	Senior Administrative Assistant	K0000206284

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

The work requires initiative, discretion and the ability to make independent judgments regarding the urgency of a situation and/or its sensitivity. Handles many administrative details independently. General instructions are given. Guidelines are often complicated or technical in nature, requiring careful interpretation.

d) Which statement best describes the results of error in action or decision of this employee?

- () Minimal property damage, minor injury, minor disruption of the flow of work.
(X) Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
() Major program failure, major property loss, or serious injury of incapacitation.
() Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:) **What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); ***How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identify each function as essential or marginal by placing an **E** or **M** next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incidental or minimal part of the position.

No.	%	E or M
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1.	60%	E
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Telephone Support & Customer Service

Answer and dispatch all incoming calls in order to provide telephone access to the workers by having sufficient knowledge of the mechanical operation of the phone equipment, the Topeka Service Center Programs, and the telephone extension numbers to insure that all calls are handled promptly. Pages internal and external customers when needed.

Provides a high level of customer service to customers to assist in the provision of efficient and effective agency services to meet the needs of various customer groups. Tasks may include, but are not limited to, assisting customers connect to language line and utilizing special communication equipment (TDD), obtain reasonable accommodations where appropriate, and acquire the necessary services they need (No Wrong Number). These tasks require that the employee maintain an excellent knowledge of program processes and community resources and assist customers even if it means working beyond regularly scheduled work hours.

Facilitates communication between customers and professional staff by identifying purpose of phone and in-person contacts, making appropriate referrals to agency staff and/or community resources, and taking detailed telephone messages in order to ensure effective and timely communication.

2.	35%	E
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Administrative Support:

Provides administrative and clerical support to the unit in order to relieve supervisor and professional staff of administrative details. Prepares file folders for new cases. Receives, date stamps, sorts, and distributes incoming mail. Envelopes not identified for a person or division and returned mail are opened, date stamped, and distributed. Receives and prepares outgoing mail to meet mail schedule and may apply postage using an electronic postage meter. Print system information to verify customer information for Topeka Housing Authority. Fill out review letters and prepare EES Review packets. Prepares Vision Cards packets and log sheets for Front Desk staff. Inserts additional forms into Applications. Assist with the calculations of Vehicle Car Logs. Assists with other clerical duties as assigned.

3.	5%	E
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Teamwork and Communication:

Serves as a supportive member of the Service Delivery team and exhibits characteristics of a team player by contributing in any way possible to the effective and efficient operation of the work unit. Communicates in a manner that is respectful and beneficial to the team both informally through day-to-day interaction and formally, through regular team meetings. Offers assistance to other team members whenever necessary. Remains open to organizational change and assists others in overcoming their restiveness to such change.

*The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

- Disruption of work flow for the entire office since this position answers the Topeka Service Center's main 3 telephone lines and the Public Assistance main phone line.
- Failure to complete work as assigned could greatly disrupt work flow for other staff within the unit and also adversely affect the overall welfare and well being of both internal and external customers. The issuance of customer benefits may be delayed resulting in hardship for the customer.

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23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.
- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
 - () Plans, staffs, evaluates, and directs work of employees of a work unit.
 - () Delegates authority to carry out work of a unit to subordinate supervisors or managers.
- b. List the class titles, and position numbers of all persons who are supervised directly by employee on this position.

Title

Position/SHaRP Number

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Position involves daily contact by telephone or in person with both internal and external customers. Explains agency programs, application process, and agency/customer responsibilities to customers and other interested persons. Works directly with customers in assessing their need even though the discussion may be sensitive in nature and the customer uncooperative or skeptical.

25. What hazards, risks or discomforts exist on the job or in the work environment?

Verbal Abuse: abusive and vulgar language
Sitting for long periods of time
Bomb Threats- verbal threats of bodily harm

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used.

Meridian (PSET) Telephone- Daily
Personal Computer w/Windows and Electronic Mail -Daily
Laser Printer - Daily
Typewriter
Copier - Daily
Fax Machine - Monthly
Single Line Telephone - Daily

PART III-Education, Experience and Physical Requirements Information.

27. Minimum Qualifications as stated in the State of Kansas Class Specification.

Six months of experience in general office, clerical or administrative support work. Education may be substituted for experience as determined relevant by the agency.

28. SPECIAL REQUIREMENTS

A. State any additional qualifications for this position that are necessary to perform the essential functions of the position. (License, registration or certification).

B. List preferred education or experience that may be used to screen applicants.

C. List preferred education or experience that may be used to screen applicants.

Six months experience answering a multiple line telephone system.

29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results). This job is primarily sedentary. The employee will be required to use a computer and multi-key telephone instrument.

30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

Use of ergonomic prevention tactics are encouraged including the use of appropriate chair and work surface height adjustment, keyboard height adjustment in relation to forearm, hand, leg, and torso posture. Employees are instructed to maintain environmental awareness during work hours to avoid or otherwise prevent unsafe situations and unsafe person contact.

PART IV-Signatures

Signature of Employee

Date

Signature of Personnel Official

Date

Signature of Supervisor

Date

Signature of Agency Head or
Appointing Authority

Date